

Hospice of Martha's Vineyard

2016 ANNUAL REPORT



Our vision...
*To be a leader in
end-of-life care*

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President

James Butterick, M.D.
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*Former Executive
Director*

Thomas Hallahan, Sc.D.
Executive Director

Hospice of Martha's Vineyard

Here from the beginning through the journey...



Kevin Carey, MD.
President

After 35 years, we remain firmly committed to the care, comfort, and compassion of our patients and their families facing end-of-life decisions. In the past year, we were privileged to provide hospice services to 100 patients and their families, an increase of 12%, while our bereavement counselors saw 195 clients, an increase of 8% over the previous year.

During the past year, our generous donors and sponsors enabled us to invest in services that truly make a difference and address the needs of our expanding census. I offer a big thank you to the Vineyard Golf Club Foundation, Rotary Club, and Farm Neck Foundation for supporting our new respite care fund. This initiative would not have been possible without the generous start-up donation of James and Margaret Chirgwin. It is important that support services, such as respite care be in place to provide that much needed break for caregivers.

We are also grateful to the Permanent Endowment for supporting our 2016 volunteer training program and Alzheimer & dementia workshop for our staff and current volunteers.

Hospice care-It's all about people- our patients, families, staff & you.

Both of these opportunities allowed us to increase the number of volunteers available for our patients and families, while expanding their knowledge of age-related conditions.

We are extremely proud to be leading Hospice of Martha's Vineyard, an Island institution that remains responsive to the needs of our community. Our nurses, counselors, and staff are tireless in their efforts to provide the best care and support for our patients and their families. We can count upon one another, because of you.

Our sincere thanks,



Thomas Hallahan, Sc.D.
Executive Director



Kevin Carey, M.D.
President, Board of Directors



Thomas Hallahan, Sc.D.
Executive Director

Our Staff

Thomas Hallahan, Sc.D.
Executive Director

Chantale Duguay RN,
OCN
Clinical Director

Merrie Beth Dodge
M.D.,
Medical Director

Rabbi Lori D. Shaller
Chaplain

Lori Perry RN, CHPN
Hospice Staff Nurse

June Miller RN
Hospice Staff Nurse

Meg Verret RN
Hospice Staff Nurse

Betsy Marshall RN
Hospice Staff Nurse

Trudy Carter, LICSW
*Bereavement
Counselor*

Jillianne DeLaHunt,
LICSW
*Bereavement
Counselor*

Rachel Beaulieu
Administrative Staff

Laurie Perry
Administrative Staff

Annual Report designed by Rachel Beaulieu

All photos courtesy of Randi Baird except bottom left of cover
which has been provided by Mark Alan Lovewell, Vineyard Gazette

Our Mission Statement

Our mission is to offer free, quality hospice and bereavement services to all who are facing serious illness, grief and death. As a licensed organization we provide personalized care at home, the hospital or extended care facilities and meet the physical, emotional and spiritual needs of our patients and their families.

Purpose

Our purpose is to provide compassionate, supportive care for those facing end-of-life and to comfort their loved ones.

Our Core Values

Courage: We assist patients and their love ones in finding the courage to make the most of each day as they approach the end of life.

Respect: We embrace the dignity of the whole individual, meeting physical, emotional and spiritual needs with impartiality, discretion, and confidentiality.

Partnership: We make the patient and their family our partners whose wishes guide us in building a team with the family physician, clergy, home-care and other health practitioners, for the best end of life care.

Service: Hospice services are provided at home, Martha's Vineyard Hospital, Windemere Nursing & Rehabilitation, or at assisted living facilities in the community by nurses, social workers and volunteers.

Stewardship: We raise money and utilize our resources to fully fund our professional services and operations at no cost to our patients and their families.

Our Services

- ◆ Support for the best quality of life
- ◆ Assistance in understanding medical options
- ◆ Comprehensive, supportive nursing care
- ◆ Coordination of medical, social and spiritual services, whether provided on or off the Island
- ◆ Bereavement and spiritual care and counseling for emotional comfort



Hospice Staff
Left to Right:
Lori Perry,
Betsy Marshall,
Chantale Duguay,
Gertrude Carter,
Lori Shaller,
Rachel Beaulieu,
June Miller &
Tom Hallahan.
Missing: Meg Verret
Laurie Perry &
Jillianne De La Hunt

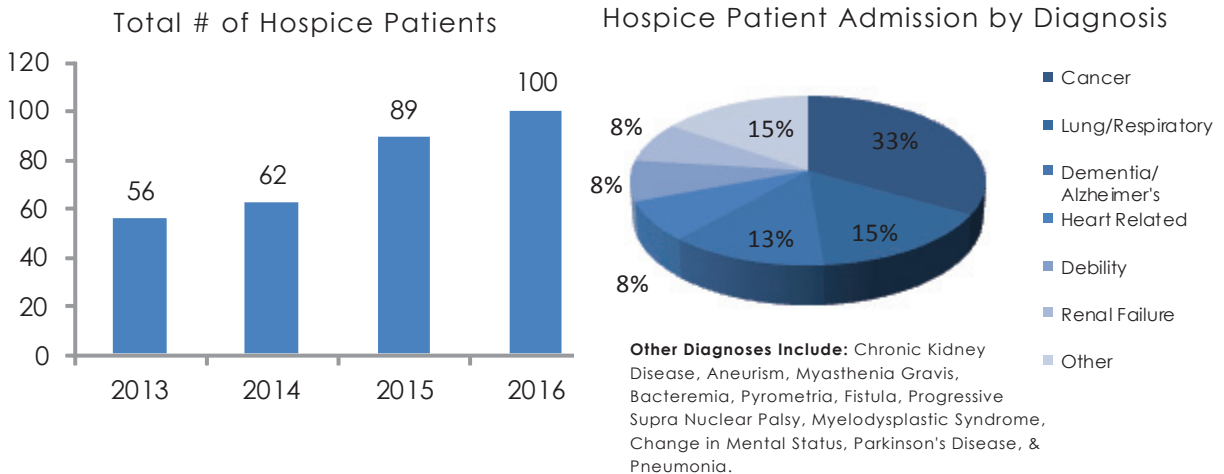
The Christopher Fund

In 1998, the Christopher family established a fund to help our patients and their families cover out-of-pocket costs such as co-pays for medications, durable medical equipment, caregiver respite and more. Hospice has used these funds to provide financial support to families who have nothing left in the "cookie jar".

Due to recent changes in Medicare reimbursement for durable medical equipment Funding, support of the Christopher Fund is essential. To make a donation or to learn more about this vital program please visit our website at hospiceofmv.org.

Hospice Summary

- Last year we served 100 hospice patients and their families, which is a 12% increase over our 2015 census.
- ◆ 67% of our patients had a non-cancer diagnosis matching the Massachusetts state average for hospice programs.

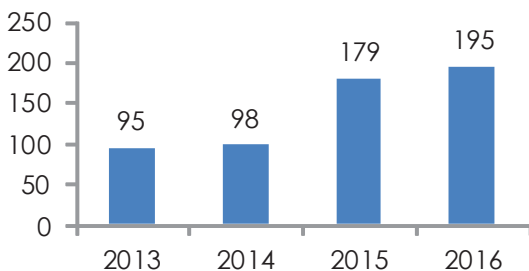


- ◆ The average length of stay for our patients was 118 days; whereas the Massachusetts state average was 64 days.
- ◆ Only 11% of our patients had a length of stay of 7 days or less, verses the Massachusetts state average of 37.5%.
- ◆ The median length of stay for our patients was 49 days, while the median length of stay for the Commonwealth was 23 days.
- ◆ 53% of our patients died at home, 32% of our patients were in the hospital and 15% of our patients died at an extended care facility.

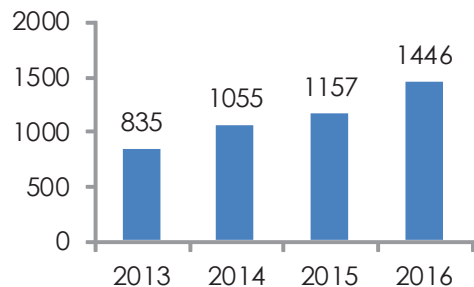
Bereavement Program

The number of bereavement patients Hospice of MV serves annually continues to increase. Social workers saw 195 bereavement patients in total, of which 158 were seen individually and the other 37 were within a group setting. Well over half (58%) of our bereavement patients had not used our hospice nursing services, whereas over a third (39%) had. Just a handful (4%) received counseling as palliative care.

Total # of Bereavement Patients



Total # of Bereavement Sessions



There were 1446 individual bereavement sessions, with sessions usually ranging from 1-1 ½ hours in length. Most patients saw clinicians in the Hospice of MV office. Therapists also see patients in their own homes, at the hospital or extended care facilities. During times of crisis and end-of-life, however, clinicians spent many hours with ill patients and their loved ones. Most bereavement patients were seen in individual counseling, but when necessary, patients were seen in dyads, couples, and family therapy.

We consistently see more female clients (77%) than males. We are presently reviewing our outreach efforts in order to encourage more men to seek services. Most of our patients were either partners/spouses or children of the deceased. Cancer continues to be the most frequent cause of death by far. However, we did see more bereavement patients who had lost someone as the result of a drug overdose. We hope we can respond effectively to this increasing health crisis on the Island.

Financial Summary

Revenue

Donations	\$47,230
Events	\$267,446
Grants	\$22,500

Other

Events by Others	\$8,481
Memory/Honor	\$16,542

Total Revenue	\$362,199
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Expenses

Administrative	\$67,109
Fundraising	\$48,913
Program/Personnel	\$549,446

Total Expenses	\$665,468
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Change in net assets -\$303,269

Finance Committee Report

By Harvey Beth

2016 continued the pattern of another great year, The transition to a new Executive Director was seamless due to good planning, selection, communication and cooperation from many people. On the fiscal side, Hospice of Martha's Vineyard benefited significantly from the generosity of a few benefactors so that our endowment and restricted funds experienced an unusually healthy and necessary increase. In addition, our fundraising team with support from the administration also performed successfully in raising supportive funds to help cover a portion of the annual

Grantors & Foundations

Your Investment in Hospice of Martha's Vineyard contributes greatly to our success.

Anonymous Donor
Farm Neck Foundation
Henry & Carol Goldberg
Martha's Vineyard Savings Bank
Charitable Fund
Permanent Endowment for
Martha's Vineyard
Pfau Charitable Trust

Rotary Club of Martha's Vineyard
South Mountain Company
The Alida B. Stange Trust
The Cornwall Charitable Foundation
The Cottagers, Inc.
The Joan & George Thomas
Charitable Fund
Vineyard Golf Club Foundation

service provision expenses. The Finance Committee thanks all who participated in this stellar performance.

Operations

The results from operations can be seen in the charts displayed within this annual report. In summary, the overall annual recurring revenues (exclusive of several one time restricted use gifts, bequests and grants) amounted to \$362,199. Simultaneously, the annual recurring operating expenses amounted to \$665,468. Thus, the 2016 structural operating deficit was(\$303,269). This deficit was covered by the authorized allocation of not more than 5% of the average of the last three year endowment balance as specified in the Hospice adopted operating procedures.

On the “good news” side of the ledger, Hospice was the beneficiary of several extraordinary and unexpected generous gifts and a grant during the year. These unusual items enabled the Hospice endowment and restricted funds to grow by around \$1,100,000 in 2016. These funds will assist in financing the annual structural deficit in the future. Our appreciation to the donors and grantors cannot be over emphasized.

Budget

The Finance Committee reviewed and recommended the 2017 budget as prepared and presented by the Executive Director. We were encouraged by the several new initiatives incorporated within the budget and we were happy to recommend to the Board of Directors for adoption during December 2016. Copies of the budget document are available from the Executive Director upon request.

Investment Performance

The 2016 report on investments from our investment management group shows the following:

Balance at start of year, January 1, 2016	\$4,387,090
Additions:	
New one-time gifts and bequests in 2016	\$1,089,380
Annual dividends and interest	\$75,519
Sub-total	\$5,551,989
Deductions:	
Investment management fees	\$25,685
Net withdrawals to fund portion of deficit	\$210,969
Total net deductions	<u>\$236,654</u>
Balance before unrealized gains (losses)	\$5,315,335
Net unrealized gains as of December 31, 2016	<u>\$156,584</u>
Balance as of December 31, 2016	\$5,471,919

I have a heavy heart in knowing that this will be my last report as Chair of the Finance Committee and as Treasurer of this wonderful organization. It has been a truly amazing experience, which I will sincerely miss. The services that the Hospice staff render along with the dedication and support from the Board of Directors is "top shelf" all the way.

My heartfelt thanks go out to Eleanor Beth, Jill Hanson and Barbara Conroy, Finance Committee members and Kevin Carey, Hospice Board Chair, for their terrific support and help in our successful fiscal oversight. I also want to publicly thank Terre Young and Tom Hallahan, the two outstanding Executive Directors that I had the pleasure of working with over the past 6 years. And last but not least, many thanks to the Board of Directors and the Hospice staff for their support, involvement and encouragement over my term of service. I will always remember and miss each of you. I do, however, take great comfort in knowing that Hospice of Martha's Vineyard is in "good hands" and reasonably healthy fiscal condition going into 2017.

HMV and all that it represents will always remain in my heart.

Chaplain's Report

By Rabbi Lori D. Shaller

It has been an honor and a blessing to serve the patients and staff of Hospice of Martha's Vineyard. The medical and support staff are truly special people doing sacred work, and I am quite humbled by the professionalism and love they show the patients and their families.

Through my work, I have become aware of certain populations on the Island that could benefit from our services, but who currently do not receive them. Perhaps they don't know or haven't heard of us. Maybe it is the result of language or citizenship barriers or cultural stigmas, or perhaps because they have not yet been specifically targeted for outreach. These populations include our Brazilian, Jamaican, African American, and LGBTQ friends and neighbors. I look forward to working with Tom and the rest of the staff to begin reaching out in these directions in the coming months.

Quality Assurance Committee Report

By Jim Butterick, M.D.

While the census for Hospice of Martha's Vineyard has grown significantly over the past year, the results of our Quality Assurance Committee reviews continue to be exemplary. We have met the increased demand with our same high standard of care and service. The responding families appreciate and laud the interaction and support provided to their loved ones by our nurses and counselors. It is not unusual to read remarks like, "if we had one thing we would change, we would have engaged with Hospice of Martha's Vineyard sooner."

We would like to recognize Dr. Sofia Anthony for her committed and extensive service to HMV, first as a Board member, then as Board President, and finally as a member of our Quality Assurance Committee. She has elected to step down from the committee at the end of 2016. We wish to thank her for all of her years of caring and concern for the patients and families that we serve.

Moment of Reflection by Melvin Thornhill



Melvin & his wife, Neva

My first encounter with Hospice of Martha's Vineyard was in 1997. My mother was suffering with lung cancer. I approached HMV to see if they would be able to support my mother while she was on the Island for her summer vacation. They assured me she could be admitted to their program for as long as she would be on the Island. Mom passed away later that year.

When my wife Neva's illness became more than I could handle alone, I called Hospice of Martha's Vineyard again to see if they could help me. Terre Young came to our home to evaluate the situation, following that visit, she placed my wife in the program. This was one of the best things that could have happened to us. We were assigned a nurse and social worker.

Neva was with Hospice for 19 months, until her death in November, 2016. During that time, we received regular visits from our nurse, Meg Verret, and social worker, Jillianne De La Hunt. On occasion, we would have substitute nurses, Lori Perry and June Miller. Hospice volunteer, Melinda Loberg would spend time with Neva as needed. Everyone made us feel very special. On the day of Neva's passing, both June and Jillianne were here at our home – this made the transition so much easier for me and our daughter, who was visiting at the time.

Even though there was a change in Executive Directors during our time in hospice, the transition was seamless, with our care remaining the same high quality. My family shall always be thankful for Hospice of Martha's Vineyard. They are one of the best assets of our Island community. I urge everyone to support them in every way possible.

Patient Care Volunteers

Our compassionate patient care volunteers hold hands, run errands, listen, and so much more. They are the heart and soul of our patient care, providing emotional and social support to our patients and families. They show up to offer respite, relief, and practical support.

Thank you for all that you do!

Scout Austin
Mike Adell
Joanie Ames
John Brannen
Stephanie Burke
Sue Clements
Chris Decker
Jane Drew
Steve Eng
Caroline Evans
Elaine Eugster
Barbara Flanders
Ellen Gaskill
Mary Gentle
Sandy Hill
Sandy Joyce
Jane Katch
Alexae Levin
Jean Llewellyn

Melinda Loberg
Mary Lombardi
Prudy Magee
Barbara Magnuson Philips
Enid Mc Evoy
Brittney Moreis
Helen Neumann
Diane Nicholls
Cynthia Robinson
Judy Salosky
Dawn Sayre
Eleanor Schaefer
Barbara Silk
Lynne Whiting
Marilyn Wortman
Susan Waldrop
Ulrike Wartner
Marilyn Yas

Fundraising Volunteers

Our dedicated fundraising volunteers each have unique talents and access to resources that benefit HMV, our patients and their families. They offer organizational skills, have strategic thinking abilities, and work hard at all of our events. **Thank you for all that you do!**

Sara Alwardt
Noel Bagnall
Tiva Parisi Caren
Jayne DeBettencourt
Elaine Eugster
Susie Herr
Patricia Johnson

Jean Loud
Enid McEvoy
Barbara Magnuson Phillips
Jean Powers
Barbara Ravera
Deborah Rogers
Jean Tatelbaum

In Appreciation

In Kind Vendors

Allen Sheep & Wool Co.

Alley's General Store

Anderson's Bike Rentals

Andrea Hartman

Andy Herr

Anne Grandin

Art Cliff Diner

At The French Doors

Atria

Banana's

Barn & Bowl

Beach House

Beach Road

Beetlebung

Behnke-Doherty Gallery

Big Dipper & Carousel Ice Cream

Bill & Maureen Rice

Biscuits

Black Sheep

Boneyard Surf Shop

Cape Cod Potato Chips

CB Stark

Chesca's

Chicken Alley

Chowder Company

Citrine

Claudia

Craftworks

Cronig's

deBettencourt's Garage

Dockside Inn

Dockside Jewelers

Early Spring Farm

East Chop Harbor Front

Apartments

Ed Zephir

Edgartown Cinema

Edgartown Diner

Enhance

Farm Neck Golf Club

Fergus Henderson

Francesca Kennedy

Frank Brunelle

Frosty Hollow

Granary Gallery

Green Room

Gretchen Scott

Hale Pottery

Harbor View Hotel

Heather Gardens

Herring Run Kitchens

Hollywood Nails

Island Cove

Island Entertainment

Island Food Products

Island Images Gallery

Island Source

Islands Outfitters

James & Clemmie Cash

Janet Bank

Janet Woodcock

Jardin Mahoney

Jeanie Person Wright

Jeff Serusa

Jerri Dantzig

Jhenn Watts

John Keene Excavation, Inc.

Josh Yates

Judith Brown

Juliska

Kenneth Pillsworth

Kitchen Porch

Kramer Portraits

Laughing Beale Toile

Leroux

Liberty Hotel

Linda Carnegie

Lisa Strachan

Little House

Liz Taff

Look Inn

Louisa Gould Gallery

Mad Max

Mad Potter

Mark Zender

Marston Clough

Martha's Vineyard Sightseeing

Mink Meadows

Miss Mary Spa Boutique

Mix

MV Chamber Music Society

MV Glassworks

MV Shipyard

Nancy Noble Gardner

Nantucket Hotel

Nochi

Ocean Breeze Bedding

Once in a Blue Moon

Our Market

Pam's Provisions

Peaked Hill Studio

Peggy Zablontony

Pirate Adventures

Pure Life Massage

Quicks Hole Tavern

Rags

Reliable

Sara Moore

Saratoga Race Course

Schooner Juno

Scottish Bakehouse

Sea Spa

Seafood Shanty

Sheila Fane

Shirley Mayhew

Shirley's Hardware

Slavin Chiropractic

Slice of Life

Sun Dog

Tea Lane Caterers

Timeless Treasures

TL Squared

Tony's Market

Toy Box

Tracker Home Décor

V. Jaime Hamlin & Sons
Vasha Brunelle
Vineyard Cleaning Company
Vineyard Decorators
Vineyard Golf
Vineyard Hearth, Patio & Spa
Vineyard Square Hotel
Vineyard Wash
Wendy Weldon
West Marine
Your Market

Sponsors

Allen & Lynne Whiting
Andrew Flake Architect
Barbara Magnuson Phillips
Basics
Bite on the Go
Brennan & Co.
Burnham & Magnuson, Inc.
Cackleberry Farm
Cape Cod Express
Caroline Evans
Chapman Cole & Gleason
Clean Machines
Cole & Jean Powers
Conroy's Apothecary
Cooper Family
Cronig's Market
Daniel Rogers Excavating
Desorcy Company
Dockside Market
Doug & Jayne DeBettencourt
Edgartown Meat & Fish
Edmond Coogan Law Office
Elaine Eugster
Flanders Up Island Real
Estate
Fullin & Bettencourt Plumbing
& Heating
Giordano's Restaurant
Harvey & Ellie Beth
Heel & Sole Podiatry

Hellen Neumann
Acupuncture
Hope Health
Island Propane
Island Tire & Auto
James Dow & Lucille Zanghi
Jardin Mahoney
Jean L. Bjork Tatlebaum
Jim Hunter
Jim's Package Store
Joan & George Thomas
Joe Fitzgerald
Karpel Kare
Keith & Honey Heller
Kelley House
Kevin & Joan Carey
Laughing Bear
Linda Jeans
Marilyn Yas
Martha's Vineyard Savings Bank
Marzibanian Construction Co.
Michael & Melinda Loberg
Millers Professional
Mone Insurance
MV Chowder Company
MV Savings Bank
MV Seacoast Properties
Ocean Spray Refurbishing
Patricia Johnson
Perry Construction
Powers Electric, Inc.
R.M. Packer Co., Inc.
Rags
Red Barn
Reynolds, Rappaport, Kaplan,
& Hackney, LCC
Sanctuary
Sandpiper Realty
Sandy Hill
Schofield, Barbini & Hoehn, Inc.
Scotty & Terre Young
Shalett Family
Sostek Home Care of MA, Inc.

Squash Meadow Construction
Stafford Collars & Couplings
Surfside Hotel
Susann Austin Herr
Thomas Hallahan
Tisbury Shell
Tony's Market
Tracker Home
Ultimate Doubles
Vineyard Hearth Patio & Spa
Vineyard Scripts
VPO Services, LLC
Vineyard Village at Home
Walter Smith Plumbing
Wolf's Den Pizza



Thank you...

***Every Day is a Gift and
Every Gift Makes a
Difference!***

We stand committed to continuing this progress and together can continue to make a difference. We hold ourselves accountable to achieving the highest standards of care and transparency for the benefit of those we serve.



HOSPICE
of Martha's Vineyard

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www.hospiceofmv.org